

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

In the application of : O'KEEFFE, Michael et al.
Serial No. : 10/741,519
Filed : December 22, 2003
For : Remote control of a contact within a contact centre
Examiner : GAUTHIER, Gerald
Art Unit : 2614
Confirmation No. : 4453
Attorney Docket No. : 920673-95341

RESPONSE TO OFFICE ACTION OF MARCH 21, 2008

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of March 21, 2008, the Applicants make the following amendments and remarks: